

OPTIMIZING USER, GROUP, AND ROLE MANAGEMENT WITH ACCESS CONTROL AND WORKFLOWS

COLLEGE CODE & NAME : 9504 - Dr.G.U Pope College of Engineering

SUBJECT CODE & NAME : NM1051 - Servicenow Administrator

DEPARTMENT : Computer Science & Engineering

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SCREENSHOTS :

USERS :

	User ID	Name	Email	Active	Created	Updated
	abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:39
	abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-10-27 05:28:41
	adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:36
	alileen.mottern	Aileen Mottern	alileen.mottern@example.com	true	2012-02-17 19:04:49	2025-10-27 05:28:39
	alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:37
	alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:40
	alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-10-27 05:28:41
	alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-10-27 05:28:36
<input checked="" type="checkbox"/>	alice	alice p	alice@gmail.com	true	2025-10-29 22:47:05	2025-10-29 22:47:05
	alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:39
	allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-10-27 05:28:41
	allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:41
	allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:36
	alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:42
	alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:37
	amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:41
	amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-10-27 05:28:38

CREATING USERS:

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D3aa8d0c83c1f2109ab09d45eead3f3%26sysparm_record_target%3Dsys_user%26sysparm_...

servicenow All Favorites History Workspaces Admin User - Alice p Search

User Alice p Update Set Password Delete

User ID: Email:

First name: Identity type:

Last name: Language:

Title: Calendar integration:

Department: Time zone:

Password needs reset: ☐ Date format:

Locked out: ☐ Business phone:

Active: ☒ Mobile phone:

Internal Integration User: ☐ Photo: [Click to add...](#)

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles (4) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User = Alice p

Hot days ahead 31°C

Search

ENG IN 19:14 02-11-2025

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3Da1f89ccc83c1f2109ab09d45eead3b4%26sysparm_record_target%3Dsys_user%26sysparm_...

servicenow All Favorites History Workspaces Admin User - Bob p Search

User Bob p Update Set Password Delete

User ID: Email:

First name: Identity type:

Last name: Language:

Title: Calendar integration:

Department: Time zone:

Password needs reset: ☐ Date format:

Locked out: ☐ Business phone:

Active: ☒ Mobile phone:

Internal Integration User: ☐ Photo: [Click to add...](#)

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles (4) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User = Bob p

Hot days ahead 31°C

Search

ENG IN 19:14 02-11-2025

GROUPS :

ServiceNow Developers | project team | Group | ServiceNow

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D3d3cc9d4408305f2109ab09d45eead362%26sysparm_record_target%3Dsys_user_grou...

servicenow All Favorites History Workspaces Admin Group - project team Search

Group project team Update Delete

Name project team Group email Manager Parent Description

Update Delete

Roles Group Members Groups

Created Search Edit...

Group = project team

Created	Role	Granted by	Inherits
No records to display			

Hot days ahead 31°C 19:16 02-11-2025

ROLES :

ServiceNow Developers | u_task_table | Role | ServiceNow

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D97aad0c08305f2109ab09d45eead3e8

servicenow All Favorites History Workspaces Admin Role - u_task_table Search

Role u_task_table

This record is in the Global application, but Project Management System is the current application. To edit this record click here.

Name u_task_table Application Global Elevated privilege Description Role for project management

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = u_task_table

Contains
No records to display

Air Satisfactory Tomorrow 19:18 02-11-2025

TABLES:

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D9d513813837c36109ab09d45eead32%26sysparm_record_target%3Dsys_db_object...

servicenow All Favorites History Workspaces Admin Table - project table user Search

Table project table user

This record is in the Global application, but Project Management System is the current application. To edit this record click here.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Label project table user Application Global

Name u_project_table_user Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 6 of 6

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Updated by	String	(empty)		40	false
Sys ID	Sys ID (GUID)	(empty)		32	false
Updates	Integer	(empty)		40	false
Updated	Date/Time	(empty)		40	false
Created by	String	(empty)		40	false
Created	Date/Time	(empty)		40	false

Air Satisfactory Tomorrow 19:19 02-11-2025

ACCESS CONTROL LIST :

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do%3Fsysparm_userpref_module%3D4ec206740a0aa700b850e0337b2f00%26sysparm_clear_st...

servicenow All Favorites History Workspaces Admin Access Controls Search

Access Controls Updated Search Actions on selected rows...

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table2	Allow If	read	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	write	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	delete	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	create	record	true	admin	2025-11-01 06:00:17
u_task_table	Allow If	create	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	delete	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	write	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	read	record	true	admin	2025-11-01 05:44:22
u_sys_user	Allow If	delete	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	create	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	read	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	write	record	true	admin	2025-10-30 02:56:27
u_empty_	Allow If	read	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	delete	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	write	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	create	record	true	admin	2025-10-30 02:29:38
u_bob	Allow If	create	record	true	admin	2025-10-30 02:26:33

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Air Satisfactory Tomorrow 19:21 02-11-2025

APPLICATION MENU :

servicenow

AllFavoritesHistoryAdmin

Application Menu - project table

Search

UpdateDelete

Application Menu
project table

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More Info](#)

* Titleproject tableApplicationGlobalActive

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles
project member

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

CategoryCustom Applications

The text that appears in a tooltip when a user points to this application menu

Hint
Description

UpdateDelete

Activate Windows
Go to Settings to activate Windows.

WORKFLOW STUDIO:

Workflow Studio

task table
Flow

HomepageOperationsIntegrations

PlaybooksFlowsSubflowsActionsDecision tables

Flows 39
Last refreshed just now

Name	Application	Status	Active	Update
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2024-09-27 22:06:13
Business process approval flow	Global	Published	true	2020-09-23 04:23:59
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35
Change - Normal - Implement	Global	Published	true	2020-09-23 04:23:59

New

PlaybookFlowSubflowActionDecision table

Pick up where you left off

task table
Last updated: 14 min. ago by Syst...

Create Flow Data
Last updated: 5 months ago by Sy...

Steps
Last updated: 5 months ago by Sy...

Latest updates

System Administrator modified task table
14 min. ago

System Administrator modified Create Flow Data
5 months ago

System Administrator modified Steps
Settings to activate Windows.
5 months ago

Workflow Studio

task table Flow

Operations

New Flow Flow

+

+

Let's get the details for your flow

Flow name *
task table

Description
Describe your flow.

Application *
Global

> Show additional properties

Activate Windows

Go to Settings to activate Windows.

Cancel

Build flow

Workflow Studio

task table Flow

Operations

task table

Active

View: [Icons]

Test

Deactivate

Activate

Save

...

?

task table 2 Created where (status is in progress, and comments is feedback, and assigned to is bob)

Trigger: Created

* Table: task table 2 [u_task_table_2]

Condition: All of these conditions must be met

status is in progress

OR

AND

comments is feedback

OR

AND

assigned to is bob

OR

AND

New Criteria

Advanced Options

Delete

Cancel

Done

Data

Collapse All

▼ Trigger - Record Created

task table 2 Record

Record

task table 2 Table

Table

Run Start Time UTC

Date/Time

Run Start Date/Time

Date/Time

▼ 1 - Update Record

u_task_table_2 Record

Record

u_task_table_2 Table

Table

Action Status

Object

▼ 2 - Ask For Approval

Approval State

Choice

Action Status

Object

Go to Settings to activate Windows.

Status: Modified

Application: Global

6

Workflow Studio | task table Flow | Operations | View: [Icons] | Test | Deactivate | Activate | Save | [More] | [Help]

task table

1 Update u_task_table_2 Record

Action: Update Record

* Record: Trigger - Re... | task table 2 R...

* Table: task table 2 [u_task_table_2]

* Fields: status | completed

Select a field | + Add field value

Delete | Cancel | Done

2 Ask For Approval

+ Add an Action, Flow Logic, or Subflow

Status: Published | Application: Global

Data Collapse All

- ▼ Trigger - Record Created
 - task table 2 Record (Record)
 - task table 2 Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- ▼ 1 - Update Record
 - u_task_table_2 Record (Record)
 - u_task_table_2 Table (Table)
 - Action Status (Object)
- ▼ 2 - Ask For Approval
 - Approval State (Choice)
 - Action Status (Object)

Go to Settings to activate Windows.

Workflow Studio | task table Flow | Operations | View: [Icons] | Test | Deactivate | Activate | Save | [More] | [Help]

task table

1 Update u_task_table_2 Record

2 Ask For Approval

Action: Ask For Approval

* Record: 1 - Upda... | u_task_table_2 R...

Table: task table 2 [u_task_table_2]

Approval Field: status

Journal Field: Select a field

* Rules

Approve | When: All users approve | [alice p X] | OR | AND

Add another OR rule set | Remove rule set

OR

Approve | When: | Remove rule set

Data Collapse All

- ▼ Trigger - Record Created
 - task table 2 Record (Record)
 - task table 2 Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- ▼ 1 - Update Record
 - u_task_table_2 Record (Record)
 - u_task_table_2 Table (Table)
 - Action Status (Object)
- ▼ 2 - Ask For Approval
 - Approval State (Choice)
 - Action Status (Object)

Go to Settings to activate Windows.

javascriptvoid(0) | Application: Global

servicenow

AllFavoritesHistoryWorkspaces

Approvals

Search

Search

Actions on selected rows...

	State	Approver	Comments	Approval for	Created
	Search	Search	Search	Search	Search
<input type="checkbox"/>	Approved	alice p		(empty)	2024-10-22 22:26:19
<input type="checkbox"/>	Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
<input type="checkbox"/>	Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
<input type="checkbox"/>	Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
<input type="checkbox"/>	Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Ron Kettering		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Christen Mitchell		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Ron Kettering		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Christen Mitchell		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25

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Go to Settings to activate Windows.